

Indiana 211 Partnership, Inc.
Annual Report for 2009

Connecting Hoosiers with Human Services



Indiana 
2-1-1™
Get Connected. Get Answers.

2-1-1 in Indiana

Indiana 211 Partnership, Inc. (IN211)

IN211 is a 501(c)3 nonprofit organization whose members include local human service providers, divisions within state government and other member organizations, representing 61 United Ways and United Funds and 30 comprehensive and specialized information and referral (I & R) programs.

IN211 is governed by board of directors that meets bimonthly. Its books and records are audited annually by independent certified professional accountants, and IN211 files a Form 990 with the IRS each year, available at www.in211.org.

Board of Directors

Jim Allbaugh, LifeStream Services, Inc.
Chuck Brandenburg, United Way of Central Indiana
Jackie Cissell, Indiana Family Social Services Administration
Anthony Dzwonar, At-Large Representative
Carl Ellison, Indiana Minority Health Coalition
Lynn Engel, Connect2Help
Roger Frick, Indiana Association of United Ways
Walter Kirkwood, At-Large Representative
Jane McCann, Lafayette Crisis Center
Bobbi Schleibaum Bosch, At-Large-Representative
Sarah Seacat, At-Large Representative
Marsha Thompson, IN Association of Child Care Resource and Referral
Jerold L. Ulrey, At-Large-Representative

IN211 thanks retiring board members, Jewel Echelbarger, Lisa Freeman and Darwin May, for their service in 2009.

Thank You to our Funders

Arthur Jordan Foundation
Indiana Association of United Ways
Proliance Energy
Ruth Lilly Philanthropic Foundation
Vectren Foundation
Individual Contributors

Serving More with Fewer Resources

As the organization designated to plan for, implement and oversee 2-1-1 for Indiana, IN211 coordinates system efforts, including telecommunications agreements, 2-1-1 routing and system integration and after-hours and disaster services. Revenues were \$181,079 and expenses were \$205,739 for the IN211 office in 2009.

The budget for the IN211 office is a fraction (less than 10%) of the total annual investments in 211 services in Indiana. Individual 2-1-1 Centers are supported through United Way and philanthropic contributions, government grants and contracts and other revenues. Primary costs at the local level are personnel costs to provide 2-1-1 service, mainly for trained staff to answer calls and to maintain the resource database.

From 2006 to 2009, IN211 added 2-1-1 access in 14 counties (including many rural counties) and served 15% more of the state's population. The call volume and workload nearly doubled. During the same time, funding was reduced for IN211 and its centers.

Volume/Workload Double, Funding Reduced

	2006	2009
Counties	64	78
Population	80%	95%
Calls	232,000	444,000
Needs	249,000	453,000
Referrals	331,000	636,000

Quality Service

Indiana has one of the highest rates of AIRS Accreditation for centers and for certification of individual I & R specialists.



Helping Hoosiers Find Help

Indiana Counties Served by 2-1-1



In 2009, Indiana's 14 2-1-1 Centers served over 444,000 callers, recorded over 453,000 needs and provided over 636,000 referrals to a network of over 21,000 human service organizations.

H1N1

Thousands of Hoosiers called 2-1-1 to learn about H1N1 immunizations, clinic hours, costs, school and public event closures even though it was not the promoted number for H1N1 in Indiana. At peak, centers were handling more than 500 calls a day. In other states, 2-1-1 became the "go-to" number for the public. In 2009, 2-1-1 was the contracted public line for H1N1 in AL, CT, MD, MI, TX, UT and WI, just to name a few.

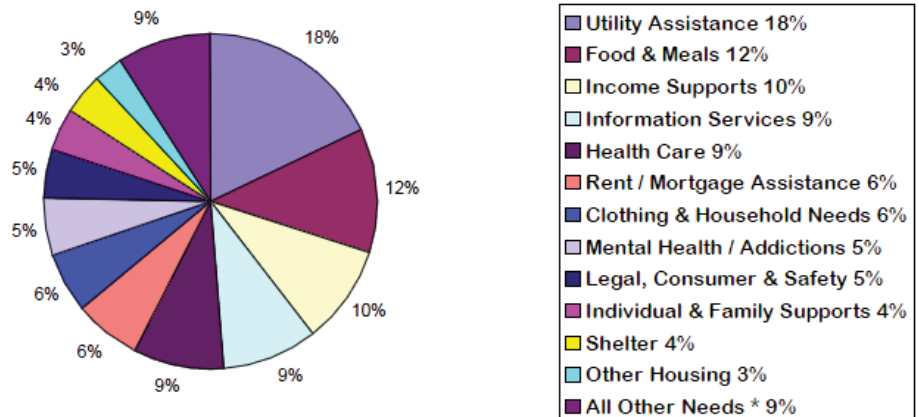
Economic Crisis

2-1-1 continues to serve more people whose hours were cut or positions were eliminated or who cannot find employment. Callers are asking for help with basic needs and other supports. These calls are more complex and have no easy referrals as families are often barely over income guidelines for eligibility for many programs.

A single mother with three children called 2-1-1 in desperation. She had lost her job, and as a result had lost her home. Her family was in danger of being on the streets. They needed emergency housing immediately. She called 2-1-1.

The 2-1-1 information and referral specialist contacted several agencies seeking emergency housing for the family. A local shelter was able to provide temporary housing and case management services to the family. The mother is currently looking for a new job and hopes to be self-sufficient again soon.

Indiana's 2-1-1 Caller Needs in 2009



"All Other Needs" includes the categories Employment, Education, Other Governmental/Economic Services, Tax Assistance, Volunteers/Donation, Disaster Services and Arts, Culture and Recreation.

"Our community is rich with organizations willing to help. People just don't know where to turn. I am gratified when I can make that difference in a caller's life."

-- Libby Roberts, volunteer I & R Specialist from Seymour

Unmet Needs

IN211 uses call data and evaluations to assess and inform funders and planners about unmet needs in our communities. The top unmet needs for 2009 were:

- Financial Assistance for Rent, Mortgage and Utilities
- Shelter
- Transportation
- Food

Indiana 2-1-1 Fast Facts



What is 2-1-1?

2-1-1 is a three-digit phone number anyone can call to get information about health and human services. Trained and caring information and referral specialists answer the 2-1-1 calls, talk about the caller's needs, and provide information on housing, employment, legal aid, counseling and much more.

Why 2-1-1?

- 2-1-1 is easy to use.
- Disaster relief is more effective, reducing non-emergency calls to 9-1-1. 2-1-1 connects victims, donors and volunteers with service providers.
- 2-1-1 is good for business, helping employees with family situations.
- 2-1-1 fosters better use of volunteers, local and faith-based services.
- 2-1-1 allows tracking of service gaps, duplication and trends.

Where is 2-1-1 Available?

Currently 79 Indiana counties have access to 2-1-1 service provided by 14 Centers around the state, over 95% of the Indiana population. Our goal is to reach all Hoosiers. Nationally, 2-1-1 reaches approximately 80% of the US population, over 240 active 2-1-1 systems covering all or part of 47 states.

How is 2-1-1 Funded?

IN211 and its Centers are primarily supported by private dollars from United Ways, community foundations, grants and individual donors. As a public-private partnership, IN211 needs to leverage the philanthropic funding with governmental funding. There are efforts at the state and federal levels to create sustainable public funding. 2-1-1 system implementation requires at least \$1 to \$1.50 per person annually for the area served. This means \$6.3 million and \$9.6 million in annual support in Indiana. **State funding is needed** to sustain and expand the service.

What is in the Future for 2-1-1?

While IN211 struggles to meet today's demands, the board of directors and centers consider what the future might hold for 2-1-1, including:

- An IN211 Application on your handheld.
- Click-to-text or click-to-talk features.
- 2-1-1 as the portal to access health and human services.
- Less than three clicks to the answer for any community information and referral question.
- 2-1-1 data shapes how decisions are made in allocating scarce resources.
- Full integration with 9-1-1 and other N-1-1s so that people's needs are met.

Support is needed to:

- *Ensure all Hoosiers can reach 2-1-1.*
- *Provide detailed statewide web-based database of human service information.*
- *Implement technology plan and make upgrades to integrate voice and data.*
- *Continue statewide training and evaluation to assure ongoing quality.*
- *Implement a public education plan.*
- *Increase staffing to meet rising demands.*



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